IN THE CLAIMS:

The text of all pending claims is set forth below for the convenience of the Examiner.

1. (PREVIOUSLY PRESENTED) An information-gathering method employed in an information-gathering system for holding dialogues with customers based on dialogue scenarios, the information-gathering method comprising:

storing dialogue scenarios;

assigning correspondences between the dialogue scenarios and destination addresses;

extracting from the dialogue scenarios a dialogue scenario to be performed;

holding a dialogue with a customer following the dialogue scenario;

acquiring dialogue content from the dialogue;

transmitting the dialogue content to the destination addresses corresponding to the dialogue scenario;

storing the dialogue content received at the destination addresses; and

outputting the dialogue content at the destination addresses corresponding to the dialogue scenario.

2. (PREVIOUSLY PRESENTED) An information-gathering device for holding dialogues with customers based on dialogue scenarios, the information-gathering device comprising:

a dialogue scenario storage unit storing dialogue scenarios;

a scenario storage unit storing and assigning correspondences between the dialogue scenarios and destination addresses;

an extraction unit extracting from the dialogue scenarios a dialogue scenario to be performed;

a dialogue unit holding a dialogue with a customer following the dialogue scenario;

a content acquiring unit acquiring dialogue content from the dialogue; and

an information transmission unit transmitting the dialogue content to the destination addresses corresponding to the dialogue scenario.

3. (PREVIOUSLY PRESENTED) The information-gathering device set forth in claim 2, further comprising:

customer information storage unit assigning correspondences between customer-identifying data and customer information;

customer-specifying unit accepting input of the customer-identifying data; and

processing unit extracting from said customer information storage means, corresponding

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customer information corresponding to the customer-identifying data input using the customer-specifying unit and associating the corresponding customer information with the dialogue content.

4. (PREVIOUSLY PRESENTED) The information-gathering device set forth in claim 2, further comprising dialogue storage unit storing the dialogue content.

5. (PREVIOUSLY PRESENTED) The information-gathering device set forth in claim 2,
further comprising merchandise-specifying unit accepting input of merchandise identification data for identifying merchandise,
wherein said scenario storage unit correspondingly assigns to the dialogue scenarios merchandise identification data and stores as the destination addresses communications addresses for providers of the merchandise identified by the merchandise identification data;
wherein said extraction unit extracts dialogue scenarios corresponding to input merchandise identification data; and
wherein said information transmission unit transmits the dialogue content to the communications addresses corresponding to the merchandise identification data.

6. (PREVIOUSLY PRESENTED) The information-gathering device set forth in claim 2,
further comprising a merchandise name-specifying unit accepting merchandise classification input,
wherein said scenario storage unit further stores merchandise classifications and stores as the destination addresses communications addresses for providers of merchandise identified by the merchandise classifications;
wherein said extraction unit extracts a dialogue scenario corresponding to an input merchandise classification; and
wherein said information transmission unit transmits the dialogue content to the communications addresses corresponding to the input merchandise classifications.

7. (PREVIOUSLY PRESENTED) The information-gathering device set forth in claim 2,
further comprising:
billing unit determining billing totals regarding the dialogue content; and
notification unit reporting the billing totals to the destination addresses for the dialogue content.

8. (PREVIOUSLY PRESENTED) The information-gathering device set forth in claim 2, further comprising: compensation determining unit determining compensation for the dialogue; and

compensation notification unit reporting the compensation to the customer with whom the dialogue has been held.

9. (PREVIOUSLY PRESENTED) A computer-readable storage medium on which is recorded an information-gathering program utilized in an information-gathering device for holding dialogues with customers based on dialogue scenarios, the information-gathering program when executed controlling the information-gathering device to perform a method comprising:

storing dialogue scenarios;

assigning correspondences between the dialogue scenarios and destination addresses;

extracting from the dialogue scenarios a dialogue scenario to be performed;

holding a dialogue with a customer following the dialogue scenario;

acquiring dialogue content from the dialogue; and

transmitting the dialogue content to the destination addresses corresponding to the dialogue scenario.

10. (PREVIOUSLY PRESENTED) An information-gathering computer program product enabling a computer to hold dialogues with customers based on dialogue scenarios, comprising:

a dialogue scenario storage unit storing dialogue scenarios;

a scenario storage unit assigning correspondences between the dialogue scenarios and destination addresses;

an extraction unit extracting from the dialogue scenarios a dialogue scenario to be performed;

a dialogue unit holding a dialogue with a customer following the dialogue scenario;

a content acquiring unit acquiring dialogue content from the dialogue; and

an information transmission unit transmitting the dialogue content to the destination addresses corresponding to the dialogue scenario.

11. (PREVIOUSLY PRESENTED) A computer terminal comprising:

information-gathering unit connected via a network to the information-gathering device

set forth in claim 2, gathering dialogue content transmitted from said information-gathering device;

information storage unit storing the gathered dialogue content; and

output unit outputting the stored dialogue content.

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